Information on the correct handling of your Chiporello card

How can it be used?
Cashless money transactions, for example paying the cashiers in the Mensa
Paying with the girogo chip of your Chiporello is easy and convenient. But please ensure that you wait until the payment terminal of the cashier indicates that the transaction has been completed by a flashing green light next to the OK-button.

How should it be stored?
Though the chip card technology is robust and has been tested and used successfully for many years, it is important to remember to look after your card. Do not use the card for any but the specified functions. If you use the card for any other purposes, the chip hidden in the card or the antenna hidden in the outer casing could be damaged.

**Mechanical strain** can damage the card, do not use it to scrape ice, open bottles etc. Do not carry the card loosely in your pocket, but carry it in your wallet. It might be a good idea to put it in a protective plastic sheath if you are carrying it outside the wallet.

**Heat** can damage the payment chip. Do not leave the card lying in a hot car or on a window sill in the summer.

**Humidity and water** can also damage or destroy the chip. Make sure your card is not put in the washing machine or in a dishwasher.

Do not make holes in your chip card, as this will break the antenna contained in the plastic casing and will mean that the card will not work any more.

If you do want to clean your card, do not use any acid or strong detergent, just use a moistened cloth.

What to do in case of a defect?
If your Chiporello card does not work any more, (e.g., if the library cannot read the card any more or payment at the cashier in the Mensa does not work) please contact your IT User Support or the Student Service Office. They can check if your chip is defect.

**Please note:** If your card has a defect that was caused by you and you need a replacement card, the South Westphalia University of Applied Sciences will have to charge 10 Euros for the replacement card. You will have to pay this fee before the new card can be personalized for you.

You can find more information about the Chiporello card here [www.fh-swf.de/cms/chiporello](http://www.fh-swf.de/cms/chiporello).